

# Property Maintenance Cases Closed Codes & Regulations

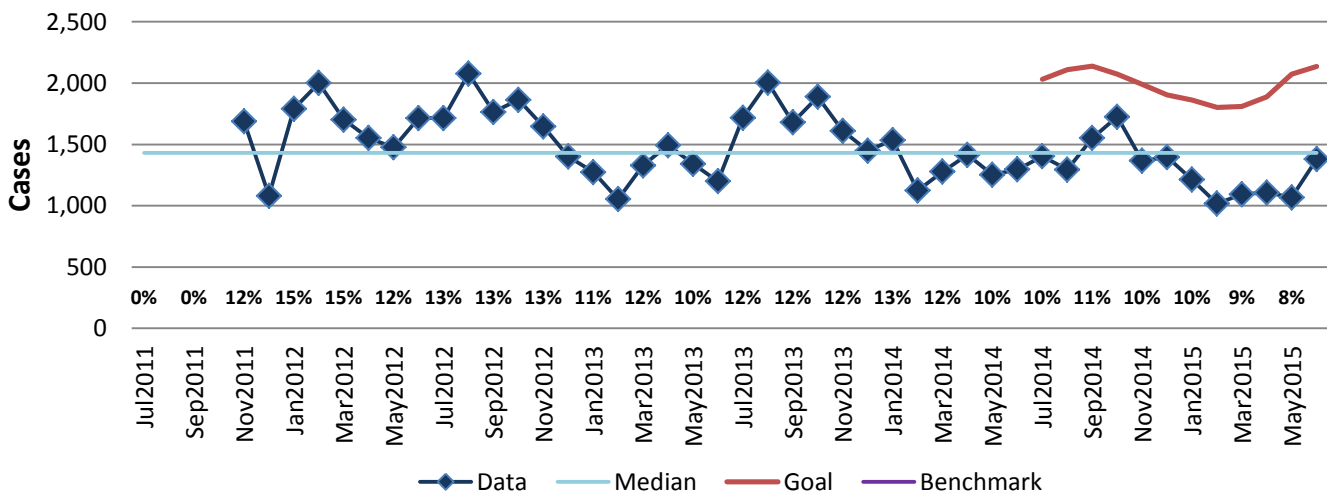


KPI Owner: Wesley Barbour, Philip Crowe, Dennis Martin

Process: Property Maintenance

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY 2013 Closed 12% of open cases Each Month Goal: Close 15% of open Cases Each Month  Benchmark: TBD		Data Source: Hansen  Goal Source: Department Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal  Measurement Method: Measure the number of cases closed by Property Maintenance Inspectors  Why Measure: Measure our effectiveness at working with the public to resolve maintenance issues. Next Improvement Step: TBD		
How Are We Doing?					
Jul2014-Jun2015 12 Month Goal	Jul2014-Jun2015 12 Month Actual		Jun2015 Goal	Jun2015 Actual	
23,813	15,610		2,135	1,379	
Cases	Cases		Cases	Cases	

## Property Maintenance Cases Closed



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.